

Notice of References Cited	Application/Control No. 10/775,466		Applicant(s)/Patent Under Reexamination BARNI, MEGHAN M.	
	Examiner SCOTT L. JARRETT		Art Unit 3624	Page 1 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-4,845,625	07-1989	Stannard, Louis A.	705/5
*	B	US-6,587,831	07-2003	O'Brien, Kenneth	705/8
*	C	US-6,801,819	10-2004	Barto et al.	700/99
*	D	US-5,289,368	02-1994	Jordan et al.	705/8
*	E	US-5,911,134	06-1999	Castonguay et al.	705/9
*	F	US-7,058,589	06-2006	Leamon et al.	705/9
*	G	US-2004/0093351	05-2004	Lee et al.	707/104.1
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	IEX Enhances Award Winning Workforce Management SOLUTION Business Wire, July 31, 2001
	V	Spraetz, Brian, Out with the new, in with the old: A look at scheduling alternatives Customer Inter@ction Solutions, Vol. 20, No. 5, Nov. 2001
	W	IEX add schedule bidding to TotalView Customer Interface, Vol. 14 No. 9, September 2001
	X	eOn Communications and RightForce Form Partnership to Deliver Unified Customer Interaction and Workforce Management PR Newswire, November 16, 2001

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No. 10/775,466	Applicant(s)/Patent Under Reexamination BARNI, MEGHAN M.	
	Examiner SCOTT L. JARRETT	Art Unit 3624	Page 2 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Workforce Planning Tool for Outbound Campaigns Customer Interface, September/October 2002
	V	Workforce Optimization takes center stage Call Center Magazine, Vol. 16, No. 4, April 2003
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.